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The Commonwealth of Massachusetts
Department of Public Utilities



Fifty-second Annual Report
for the
fiscal year ending
June 30, 1975



The Commonwealth of Massachusetts

DEPARTMENT OF PUBLIC UTILITIES

Fiscal Year 1975

To the Honorable Senate and House of Representatives

We respectfully submit the Fifty-second Annual Report of the Department of Public Utilities for the fiscal year ending June 30, 1975.

During the fiscal year from July 1, 1974 to March 30, 1975, Robert L. Meade (Republican) of Boston served as Chairman of the Commission by designation of the Governor of the Commonwealth until November 26, 1974 when Mr. Meade stepped down as Chairman to serve as a Commissioner until March 30, 1975. Barbara L. Hassenfeld (Republican) of Sherborn who previously served as a Commissioner, replaced Mr. Meade as Chairman, until March 30, 1975. Other members of the Commission holding office during the year until March 30, 1975 were Robert M. Santaniello (Republican) of Springfield, Edward G. Seferian (Democrat) of Watertown, Irving E. Kane (Democrat) of Lynn, Eunice P. Howe (Republican) of Belmont and Paula W. Gold (Democrat) of Brookline.

On March 31, 1975, in accordance with Chapter 38 of the Acts of 1975, Governor Michael S. Dukakis appointed Harold J. Keohane (Democrat) of Belmont as Chairman and Eunice P. Howe (Republican) of Belmont and Reginald C. Lindsay (Democrat) of Mattapan as Commissioners.

RETURNS

The number of corporations, private firms and municipal corporations, persons or associations under the jurisdiction of the Department who are required to file annual returns for the calendar year ended December 31, 1974 with the Accounting Division are as follows:

Railroads	11	Electric Companies	15
Street Railways	6	Water Companies	55
Telephone Companies		Motor Bus Companies	96
(including Mobile Radios)	24	Municipal Lighting Plants	40
Express Companies	1	Voluntary Associations	8
Gas Companies	17	Affiliated Gas and	
		Electric Companies	18

Quarterly financial reports were required from 53 transportation companies which include Railroad, Street Railway and Motor Bus companies.

In addition to the foregoing, there were within the jurisdiction of the Department 511 regular route common carriers, 7395 irregular route common carriers, 7642 interstate carriers, 356 contract carriers and 94 agricultural carriers actively engaged in the transportation of property for hire within the Commonwealth. There were also 10 holders of transportation brokers' licenses.

During the fiscal year, the Commission and employees authorized and designated by the Commission held 435 formal hearings, and the members of the Commission held numerous conferences with representatives of the various utilities under its jurisdiction.

A statistical outline of the work of the Department is as follows:

Petitions and Applications

Railroads	4	Steamship	0
Gas and Electric	153	Miscellaneous	6
Motor Bus & Street Railway	108	Airlines	0
Motor Truck	1,173	Rates and Tariffs	<u>7,728</u>
Telephone and Telegraph	13		
Adjudicatory Hearings	26	<u>Total</u>	9,244
Appeal of Director of C.M.V.D. Decisions	33		

Complaints

		Water	13
Railroads	42	Motor Truck	3,178
Street Railways	23	Telephone and	
Gas	2,599	Telegraph	2,216
Electric	2,277	Rates and Tariffs	<u>200</u>
Motor Bus	258		
Customer Complaint Hearings	3,105	<u>Total</u>	13,911

Rate Schedules

Railroads (Freight and Passenger)	497	Telephone and Telegraph	57
Gas and Electric	480	Motor Truck	3,875
Street Railway and Motor Bus	40	Annual Carriers of Property and Annual Tow Car Reports	<u>2,766</u>
Water	13		
		<u>Total</u>	7,728

The receipts of the Department of Public Utilities for the fiscal year from July 1, 1974 to June 30, 1975 are given below:

ADMINISTRATION DIVISION

Meter Inspection Fees	\$ 91,414.00
Filing of Certain Documents (Administration, Rates, Accounting Railway and Bus)	63,229.65
Sale of Forms	146.40
Bus Drivers' Examinations	6,892.00
Bus Permits	17,257.00
Bus Drivers' Licenses	23,455.00
Bus Inspections	3,264.00
Miscellaneous	979.45
<u>Total</u>	206,637.50

COMMERCIAL MOTOR VEHICLE DIVISION

Cab Fees	\$ 61.50
Copies of Documents	422.95
Motor Carrier Stock Acquisition	230.00
Certificates, Permits, Licenses (and transfers of same)	11,888.00
Plate Fees (and transfers of same)	814,812.00
Replacement Plates and Brokers License	100.00
Postage	41,596.00
Miscellaneous	55.60
<u>Total</u>	\$ 869,166.05

<u>TOTAL DEPARTMENTAL INCOME FOR 1975 FISCAL YEAR</u>	\$1,075,803.55
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Capital Stock and Bonds

Ten applications for the approval of the issue and sale of stock, bonds or notes by gas, electric and water companies were processed and approved during the year July 1, 1974 to June 30, 1975. The par value of the stock requested totalled \$31,920,630 and the total proceeds from the issue price amounted to \$76,179,681. Long-term debt consisting of bonds or notes amounted to \$107,300,000.

The following table shows the securities approved for the several companies including both the par value of the stock and the issue price thereof as required by law.

SECURITIES APPROVED IN FISCAL YEAR 1975

	<u>Amt. at Par</u>	<u>Issue Price</u> <u>proceeds</u>	<u>Bonds & Notes</u>	<u>Date</u>
Boston Gas Company	\$ 5,000,000	\$ 5,000,000	\$	7/3/74
Lowell Gas Co.	983,930	2,656,681	3,500,000 (B)	(8/21/74 (11/13/74
Cape Cod Gas Co.	936,700	1,873,400	2,000,000 (B)	(8/21/74 (11/13/74
(New) Bay State Gas Company		Exchange for old stock		11/6/74
Western Massachusetts Electric Co.			20,000,000	12/11/74
New England Power Company			80,000,000 (B)	2/4/75
¹ / ₁ Boston Edison Company	5,000,000 (Pfc)	46,650,000		2/19/75
Brockton Edison Company	15,000,000	15,000,000		3/20/75
Berkshire Gas Company			1,800,000	3/26/75
Lawrence Gas Company	5,000,000	5,000,000		11/6/74

(B) Bonds
(N) Notes
(Pfc) Preference Stock

Accounting Division

The following is a list of the Municipal Lighting Plants with their percentage of earnings which, from the returns filed in 1975 for the calendar year 1974, appear to have violated the provisions of the statutes which state that no Municipal Lighting Plant shall charge rates which result in earnings in excess of 8% of the Cost of Plant in Service per annum.

Reading	8.02%
Holyoke	9.08%
Merrimack	10.30%

Properties of the following Municipal Lighting Plants were inspected and schedules of proposed expenditures were reviewed in connection with requests by the respective plants for approval of increased depreciation allowances for Depreciation of Plant and Property, in accordance with Section 57 of Chapter 164 of the General Laws.

Concord

Hingham

Hull

Marblehead

Middleton

Peabody

Sterling

Wakefield

Wellesley

DIVISION OF RAILWAY AND BUS UTILITIES

RAILROAD AND STREET RAILWAYS

Inspections of rolling stock, including (R.D.C. Budd Cars).-- 3639
Inspections of 317 railroad stations and 29 street railway stations.
Inspections of railroad and street railway automatic signals. -- 54
Inspections of C.T.C. System. -- 15
Inspections of remote control system and 18 inspections of interlocking stations.
Inspections of 39 crossing bells, 40 lights and 170 automatic gates.
Inspections of 541 railroad bridges and 63 inspections of railway bridges.
No delays investigated on railroads and no delays investigated on street railways.
Investigation of railroad accidents 139 and 61 on street railways.
Investigated 42 safety complaints and no service complaints on railroads, and 23 on street railways and no service complaints.
Inspected 2639 grade crossings (RR Signs), (Disc Warning Signs) and (Surface Conditions).
No inspections of automatic train stops.
Special investigations made on the railroad 38 and 77 on street railways.
The Division issued 14 orders affecting the railroads and held 11 public hearings.
Inspection of approximately 1500 miles of trackage in the Commonwealth which included Main Lines, Branch Lines, Secondary and Industrial tracks.

In addition, switches, derails, footblocking, bridge guards crossings and crossing signs were inspected. Defective conditions were called to the attention of the proper officials of the Company and corrections were made.

MOTOR BUS

Bus inspections 6450.
Examined and tested 2706 drivers for licenses.
Investigated and adjusted 252 bus service complaints and 6 safety complaints.
Permits issued 4150, including duplicates.
Fees amounting to \$16892.00 received for bus permits, including duplicates.
Fees amounting to \$4264.00 received for bus inspections.
Driver's Licenses issued 11000, including duplicates.

Fees amounting to \$6924.00 received for bus driver's examinations.

Fees amounting to \$11844.00 received for bus driver's licenses, including duplicates.

571 School and Special Service Permits were issued, 51 Permits were denied.

Fees amounting to \$1782.00 received for School and Special Service Permits.

76 Special studies and investigations were made pertaining to bus companies.

875 Bridges inspected over routes where buses are operated.

15 Bus accidents were investigated.

The Division held 88 public hearings and issued 68 orders affecting the bus companies.

Issued 26 Temporary Licenses.

Investigated 407 operating violations.

Investigated 12 bus delays.

DIVISION OF RATES AND RESEARCH

During the fiscal year ending June 30, 1975, the various utilities and common carriers filed with the Division, tariffs, schedules, and contracts in the number and to the extent indicated below:

Railroads (Freight and Passenger)	497
Gas and Electric	1180
Bus and/or Street Railway	40
Water	13
Telephone and Telegraph, including Mobile Radio Telephone	57
Motor Truck	3,875
Annual Motor Carrier of Property and Tow Car Reports	2,766

In addition to the filings shown above, the Division received, examined and issued formal orders on 251 petitions seeking a waiver of the statutory filing requirements or department rules governing the filing of tariffs.

Twenty-eight requests were received from the various utilities under our jurisdiction, not including motor carriers of property, for general rate increases which were suspended for periods of up to ten months in accordance with the provisions of the statute, to allow for investigation and hearing. Eighteen general rate increases were allowed in whole or in part, after public hearing, during the year.

Effective as of July 26, 1974, Chapter 164 of the General Laws was amended by the insertion of Section 94G whereby the cost of any and all fossil fuel used in generating or supplying electricity to a customer shall be included in an itemized fuel charge which shall be shown separately on the customer's bill. In no event shall a fuel charge be billed to customers which has not been specifically approved by the Department after a public hearing. The inquiries and complaints regarding the fuel charge which were so numerous in the previous year or two have diminished somewhat as the public has been made aware of the basis of the fuel charge and the legality of same.

Approximately four hundred informal conferences were held with representatives of common carriers and other utility companies, private consultants, and students in regard to rate matters.

The clerical staff prepared and mailed approximately 3,000 Annual Motor Carrier of Property Reports which are required under D. P. U. 13773 to be filed on or before April 30 of each year and approximately

2,000 Annual Report forms to carriers performing towing operations upon the order of the police or other public authority, as required by Section 6B of Chapter 159B of the General Laws, which must be filed on or before March 31.

Total income received for filing of tariffs and other documents amounted to \$31,717.

COMMERCIAL MOTOR VEHICLE DIVISION

On June 30, 1975, at the close of the fiscal year, the Division was exercising supervision over 7,395 irregular route common carriers, 511 regular route common carriers, 7,642 interstate carriers, 376 contract carriers, and 94 agricultural carriers of property by motor vehicle for hire within the Commonwealth. There were also 10 holders of transportation broker's licenses. The Division issued 166,770 distinguishing plates and decals to registered carriers and received in fees from all sources a total of \$867,683.25.

During the period covered by this report, a total of 1169 public hearings were conducted by the Commercial Motor Vehicle Division of which 756 represented hearings held on new applications or amendments to existing certificates and permits, and 413 requests for approval of stock acquisitions and transfer of existing operating authorities.

A total of 455 complaint hearings were conducted during this period against carriers for failure to render service as a common, contract, or interstate carriers within the period of time specified by statute, and for violation of other sections of Chapter 159B. Investigators of the Division conducted 4,924 road checks of motor vehicles and cargo in all sections of the Commonwealth.

A total of 331 irregular route common carrier certificates, 26 contract carrier permits, 1 regular route common carrier certificate and 615 interstate licenses were issued from July 1, 1974 to June 30, 1975. The Division processed 140 formal court cases and prepared written reports on 209 formal investigations. Total fines assessed as a result of the court enforcement amounted to \$7,253.10 Court costs and surtax assessments amounted to \$770.25.

During this same period, after individual hearings, the Division revoked the contract carrier permits, regular and irregular route common carrier certificates of 244 carriers. This action followed evidence that such carriers had either failed to render service for a period in excess of ninety (90) days or had failed to file rates as required by Department order. Of this number, 21 were voluntary cancellations. The Division also revoked 491 interstate licenses for failure to render service as an interstate carrier over the ways of the Commonwealth for a period of one (1) year. Of this number, 68 were voluntary cancellations. In nearly all cases the interstate carrier failed to appear at the scheduled hearing and neglected after notice to supply the Department with any valid reason for non-appearance.

Reciprocal arrangements which provide for the waiver of registration fees for carriers domiciled in 25 States and the District of Columbia were continued in effect. The progressive growth in the work load of the Division is readily seen from comparative statistics over the past five year period.

	1972	1973	1974	1975
<u>Total Income</u>	\$445,791	\$582,504	\$591,674	\$867,683

<u>Number of plates/decals issued</u>	134,768	154,143	160,366	166,770
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ENGINEERING DIVISION

Rules and Regulations Relating to the Engineering Division:

D.P.U. 1073-C requires the filing of reports to the Department where there is a fatality or substantial property damage caused by electricity or gas.

D.P.U. 4980: requires the filing of additions, betterments and retirements to plant and general equipment accounts by the various utility companies.

D.P.U. 12769: regulates the building of wayover high pressure gas transmission pipelines.

D.P.U. 11725-E: regulates natural gas distribution companies.

Section 2: regulations covering the design, construction operation and maintenance of oil gas production plants and facilities.

Section 3: regulations covering design, construction, operation and maintenance of meter, regulator and gate stations and related facilities.

D.P.U. 11725-F: regulations covering gas distribution companies

Section 1: rules to insure safe operating practices of gas corporations and municipalities engaged in the distribution of gas.

Section 4: regulating design, operation and maintenance of liquefied petroleum plants and facilities.

Section 5: regulating design, operation, maintenance and repair of liquefied natural gas plants and systems.

Section 6: regulating design, operation, maintenance and repair of substitute natural gas plants and facilities.

D.P.U. 16475: Massachusetts Department of Public Utilities Code for the Installation and Maintenance of Electric Transmission Lines for 50 KV and over.

D.P.U. 17590: Massachusetts Department of Public Utilities Safety Code for Underground Electric Supply and Communications Lines, 50,000 volts and below.

D.P.U. 14899: Rules and Regulations pertaining to the Installation and Design of Automatic Shut-off Valves (fire valves) for use in gas meters.

Billing and termination procedures for residential customers of gas and electric companies adopted under authority of Chapter 164, section 76C .

Chapter 370, Actsof 1963 as amended by Chapter 403 of the Acts of 1968 and Chapter 208 of the Acts of 1970, requires contractors and others to notify the local utility company before digging in the streets. Utility companies are required to file monthly reports to the Division concerning breaks in their facilities in the streets.

Chapter 385 of the Acts of 1965 requires Department approval of water distribution systems as to adequacy.

Monthly Reports Required by the Engineering Division

1. Odorization reports from gas distribution and transmission companies.
2. Number of fire valves installed by each gas utility or municipal gas department.
3. Number of gas meters tested each month by each gas company or municipal gas department.
4. System voltage reductions as they occur.
5. System load shedding.
6. Electrical outages of 200 or more customer outage hours.
7. Breaks in utility company facilities in the streets reported monthly.
8. Periodic reports of gas main construction as required by D.P.U. 11725-F.
9. Monthly reports from electric companies showing energy needs, planning policies, etc.
10. Monthly reports from electric companies showing fuel adjustment data.
11. Periodic questionnaires are submitted from gas utilities and municipal gas departments showing energy supplies, projections, policies, etc.
12. Such other statistical information as required by the Department from time to time.

DEPRECIATION

Under the law, any municipal electric department requesting an increase in its rate of depreciation, over the 3% allowed by law, is required to petition the Department for approval of such increase.

The following municipal light departments were inspected and reports written relating to their petitions for increases in the rates of depreciation:

Boylston
Concord
Hingham
Hull

Marblehead
Middleboro
Middleton
Peabody

Reading
Sterling
Wakefield
West Boylston

PLANT ACCOUNTING

During the fiscal year, the Engineering Division examined the schedules of additions, betterments and retirements to plant and general equipment accounts of the following companies as required by D.P.U. 4980:

Brockton Gas Company (now Bay State Gas)
Commonwealth Gas Company

Fitchburg Gas and Electric Light Company
Haverhill Gas Company

Lawrence Gas Company
North Attleboro Gas Company

New England Power company
Cambridge Electric Company

The related physical property was inspected as required.

ATOMIC ENERGY

Members of the Engineering Division staff make periodic checks of operations of atomic electric generating plants in Maine, Vermont, Connecticut and Massachusetts.

It should be noted that the utility companies in Massachusetts have a financial interest in each of the foregoing atomic generating plants.

Therefore, this Division, in conjunction with the Accounting Division, must make the same examination of plant for financing purposes as is required by D.P.U. 4980 for all Massachusetts utility companies.

Pipeline Certifications

In accordance with the requirements of D.P.U. 11725-F, the Department requires that gas mains to be operated at a pressure of 150 to 200 psig shall be air tested or hydrostatically tested for tightness. X-rays of welded joints are inspected and methods of construction examined for compliance with the Department's regulations. The following pipelines were certified during the past fiscal year:

2,530 feet of 6" welded steel gas main installed by the Cape Cod Gas Company in the town of Harwich.

700 feet of six inch gas main crossing Parker River in the town of Yarmouth installed by the Cape Cod Gas Company.

6600 feet of 1-3/4" gas main on Old Town House Road in South Yarmouth installed by the Cape Cod Gas Company.

1450 feet of six inch gas main in the town of Stockbridge installed by the Berkshire Gas Company.

2,011 feet of 8" gas main installed in the town of Weymouth by the Boston Gas Company.

Approximately fifty feet of 12" pipe and appurtenances from the termination of the 16" high pressure transmission line from Charles Street to the Malden Control Center installed by the Boston Gas Company.

Gas Mains on Bridges

D.P.U. 11725-F requires Department approval of gas mains installed over, under or in bridges by all Massachusetts gas companies. The following such installations were approved by the Department after examination of the installation plans for compliance with the Department's regulations:

Haverhill Gas Company, an 8" gas main in the town of Georgetown
Haverhill Gas Company, a 12" main in the city of Newburyport
Bay State Gas Company, a 6" gas main in the town of Granby
Bay State Gas Company, an 8" gas main in the town of Methuen
Haverhill Gas Company, an 8" gas main in the town of Boxford
Haverhill Gas Company, an 8" gas main in the town of Boxford
Haverhill Gas Company, an 8" gas main in the city of Newburyport
Haverhill Gas Company, an 8" gas main in the town of Newbury
Lowell Gas Company, a 3" gas main in the town of Chelmsford
Lowell Gas Company, a 6" gas main in the town of Billerica
Lowell Gas Company, a 6" gas main in the city of Lowell
Berkshire Gas Company, an 8" gas main in the city of Pittsfield
New Bedford Gas and Edison Light Company, an 8" gas main in
New Bedford.
Boston Gas Company, a 16" gas main in the city of Malden

A copy of the approval letter is forwarded to the Massachusetts Department of Public Works in each case of a bridge under their jurisdiction.

LIQUEFIED NATURAL GAS PLANTS

D.P.U. 11725-F

Section 5

The Department's gas distribution code, section 5, regulates the design, construction, operation and maintenance of liquefied natural gas plants and facilities. During the past fiscal year, the following inspections were made, and conferences held if necessary, relating to such plants:

Made regular inspections of operations at the Boston Gas Company LNG facility at Commercial Point.

Made regular inspections of operations at the Commonwealth Gas Company LNG facility at Hopkinton.

Made periodic inspections of operations at the Ludlow LNG facility of the Bay State Gas Company (formerly Springfield Gas Light Company).

Made periodic inspections of operations at the Distrigas LNG plant in the City of Everett.

Made periodic inspections at Lynn LNG facility of the Boston Gas Company.

Made periodic inspections of progress of construction of the Cape Cod Gas Company LNG facility at Yarmouth.

Made periodic inspections of the LNG facility of the Westfield Municipal Gas Department at Westfield.

Made periodic inspections of operations at the LNG plant of the Holyoke Municipal Gas Department at Holyoke.

All of the above included conferences if necessary, sound level studies where indicated, inspection of pressure testing and examination of x-ray films of welds, and technical assistance.

Also included at each LNG facility in Massachusetts is a quarterly review of their fire fighting and other safety exercises.

SUBSTITUTE NATURAL GAS PLANTS

D.P.U. 11725-F
Section Six

The Department's Gas Distribution Code, Section 6, regulates the design, operation, maintenance and repair of substitute natural gas (SNG) plants and systems.

During the past fiscal year, the following inspections were made and conferences held where necessary:

Regular inspections of the Boston Gas Company SNG
plant at Everett, Massachusetts

Regular inspections at the Algonquin Gas Transmission
Company SNG facility at Freetown, Massachusetts

(At present these are the only two Substitute Natural
Gas Plants in Massachusetts)

The above includes conferences, site inspections, inspections of pressure testing, examination of X-ray films of welds and other technical assistance where indicated.

PUBLIC HEARINGS

During the past fiscal year, the following public hearings were conducted by members of the Division. Where required, reports were submitted and Department orders drafted.

Locations

D.P.U. 18159	New England Telephone and Telegraph Company
D.P.U. 18117	Boston Edison Company, Boston
D.P.U. 18151	Boston Edison Company, Boston
D.P.U. 18304	New England Telephone and Telegraph Company

Eminent Domain

D.P.U. 18231	Massachusetts Electric Company, Dracut
D.P.U. 18227	Massachusetts Electric Company, Haverhill
D.P.U. 18190	New England Power Company, Marlborough
D.P.U. 18381	New England Power Company, Plainville, etc.

Public Convenience and Necessity

D.P.U. 18216	New England Power Company, Worcester
D.P.U. 18214	New England Power Company, Millbury
D.P.U. 18229	Massachusetts Electric Company, Dracut
D.P.U. 18225	Massachusetts Electric Company, Haverhill
D.P.U. 17578A	New England Power Company and Hudson Municipal
D.P.U. 18157	Brockton Edison Company, Abington, etc.
D.P.U. 18140	New England Power Company, Tewksbury, etc.
D.P.U. 18284	Boston Edison Company, Boston and Brookline
D.P.U. 18316	Boston Edison Company, Burlington and Lexington
D.P.U. 18379	New England Power Company, Plainville & Wrentham

Zoning Exemptions

D.P.U. 18217	New England Power company, Worcester
D.P.U. 18215	New England Power Company, Millbury
D.P.U. 18230	Massachusetts Electric Company, Dracut
D.P.U. 18232	Massachusetts Electric Company, Marlborough
D.P.U. 18226	Massachusetts Electric Company, Haverhill
D.P.U. 18228	Massachusetts Electric Company, Haverhill
D.P.U. 17579-A	New England Power Company and Hudson Municipal Electric Department, Southborough
D.P.U. 18158	Brockton Edison Company, Abington, etc.
D.P.U. 18141	New England Power Company, Abington, etc.
D.P.U. 18142	New England Power Company, Tewksbury
D.P.U. 18143	New England Power Company, Saugus
D.P.U. 18282	Boston Edison Company, Boston
D.P.U. 18283	Boston Edison Company, Framingham
D.P.U. 18284	Boston Edison Company, Boston and Brookline
D.P.U. 18316	Boston Edison Company, Burlington and Lexington
D.P.U. 18317	Boston Edison Company, Burlington
D.P.U. 18318	Boston Edison Company, Burlington
D.P.U. 18319	Boston Edison Company, Lexington
D.P.U. 18380	New England Power Company, Plainville & Wrentham

Miscellaneous

D.P.U. 18220	Boston Gas Company, Validation of Locations of Pipes, mains, etc. for the transmission and distribution of gas in its service area.
D.P.U. 11725-F, Section 1	Investigation by the Department on its own motion as to the adoption of additional amendments to its gas distribution code.

WATER

During the past fiscal year, the following activities were performed relating to water companies under the jurisdiction of the Department:

Evaluated and examined construction and materials to determine that new water facilities conform to approved plans filed by the Cape Cod Community Church.

Conducted pressure tests on water mains of the Dedham Water Company in response to customer complaints of poor water pressure registered with this Department.

Made investigation of proper charges by Dedham Water Company for water main extensions and studied feasibility of water service line locations.

Members of the Division conducted pressure and leakage tests for approval of phase I and phase II of the Heritage Development Water Company, Plymouth and the Pequot Water Company at Holyoke.

Held meeting with Dedham Water Company on the new rate charges and billings.

Inspected the laying of water pipe at the Cape Cod United Church Homes, Inc. of Mashpee, for conformance with the Department's regulations.

Made investigations at the site to expedite line extensions at the following locations:

Dedham Water Company, in the town of Dedham

Held conference at Cape Cod Community Church Center at Mashpee between Reliable Homes Inc., the general contractor and the subcontractor and this Department relative to changes at Well Pump Station I of water distribution plan submitted and approved by this Department in 1974.

Completed pressure tests, evaluation of construction materials and compiling of data relative to a petition to the Department for approval of the Hutchinson Water Company, Cheshire, as a private water company. Conferences were also held with the Massachusetts Department of Public Health as to maximum yield of well and proper protection of watershed for this same water supply.

Conducted engineering study at Hutchinson Water Company for rate purposes.

Inspected work progress at Witches Brook Water Company in Townsend.

Water, continued

Held conference with the Department of Public Health regarding approval of water sources.

Held a meeting with the Dedham Water Company regarding their new rate changes and their billings.

Viewed, on site, several proposed main extensions of the Dedham Water Company.

Inspected pump house installation and regulator installations at Cape Cod United Church Homes, Inc. in Mashpee.

Completed pressure tests and compiled data at Dedham Water Company for main extension.

Electrical Investigations and inspections

Made investigation of electrical accidents at Sutton, Weymouth, Newburyport, Plymouth, Westboro and Pittsfield.

Held conference with OSHA relating to safety requirements and other related matters.

Inspected electric substations and transmission lines for conformance with the Department standards.

Held conference with attorneys relating to resale of electricity.

Held conference with New Bedford Gas and Edison Light Company personnel re: underground private property construction.

Held meetings of the Massachusetts Corrosion Committee.

Participated in mutual aid committee meetings at Westboro. The objective is to obtain an agreement between the municipal electric departments and electric investor owned utilities so that they can legally provide mutual assistance during storm and similar emergencies.

Participated in New England Regional Council meetings on electric supply problems.

Attended conference with FPC/NEGEA utilities re: Federal Power Commission audit report.

Inspected eight electric substations for conformance with the Department's standards.

Held conference with Massachusetts Electric Company re: line extensions.

Conducted investigations of reliability of electric service in the towns of Peru and Shelburne.

Conducted investigations of voltage conditions in the towns of Granby, Sharon and Plymouth.

Attended meeting at Boston Edison Company re: possible submission of a proposal to the Federal Energy Administration concerning grants for load management and/or conservation studies.

Attended meetings of public power commission at the request of Department head.

Attended meetings of NEPLAN (Planning Committee of the New England Power Pool).

Electrical investigations, continued

From time to time attended meetings of Northeast Power Staff Committee on problems of electric supply and reliability.

Started investigation requested by the Planning Board of the town of Framingham as to the differences in street lighting rates and costs of overhead versus underground supply.

Made investigations of electrocutions at Lexington, Bedford and Cambridge.

From time to time attended meetings of the Massachusetts Corrosion Committee regarding electrolytic corrosion.

Attended meeting of the Institute of Electronics and Electrical Engineers. The topics of discussion were the state of the art for pollution-control devices and the aesthetic improvement of utility facilities.

Met with the New England Power Company and made visual inspections of three areas on the North Shore where the company is proposing to install either transmission or substation facilities for the purpose of an environmental review of each.

Represented the Department in a conference required by the Executive Office of Environmental Affairs for the purpose of providing information regarding the Department's submittal of a Limited Environmental Assessment Form by the Executive Office of Environmental Affairs regarding D.P.U. 18284, petition of the Boston Edison Company for public convenience and necessity for a 115 KV underground transmission line in the city of Boston and the town of Brookline.

Made a visual inspection of the area involved in the proposed construction of two 69 KV transmission lines in West Boylston, Massachusetts, by the New England Power Company for the purpose of complying with the environmental reporting process.

From time to time attended NEPLAN meetings.

Represented the Department as a witness before a commissioner of the Department of Labor and Industries at a hearing in the matter of an electrical accident at Forestdale resulting in the electrocution of one person and the serious injury to another.

Met with representatives of the Boston Edison Company to discuss the need and environmental impact of a proposed 345 KV transmission line through Woburn, Lexington and Burlington. In addition, viewed the route of the proposed line.

Attended meeting of the Northeast Commissions' Power Staff Committee in Boston. The general purpose was to discuss the present power situation in New England and future needs.

Electrical investigations continued

Attended public hearing before the Government Regulations Committee of the State Legislature re: several bills before them for various public power alternatives.

Attended meetings of the Electric Power Research Institute at the request of the Department head. The main purpose of the meeting was to explain to the New England Commissions what the electric power research institute is, and what programs it is now involved in.

Viewed route of a proposed underground cable of the Boston Edison Company from its K Street substation in South Boston to a new substation in downtown Boston to a tap on Commonwealth Avenue in Boston, for the purpose of evaluating the environmental impact of said underground line.

Attended a meeting of the New England Regional Commission concerning their adoption of a New England-wide energy policy.

Attended a meeting of the steering committee for the Federal Energy Office proposal at consulting firm offices in Boston.

Made study of and attended hearings held by the Department relating to application of fuel clauses.

Drafted environmental impact report for New England Power Company proposed 115 KV transmission line from Marlboro to Hudson to the Executive Office of Environmental Affairs and other appropriate agencies.

Drafted environmental impact report for New England Power Company's proposed 345 KV transmission line from Sandy Pond in Ayer to Woburn, to the Executive Office of Environmental Affairs and to other appropriate state agencies.

Participated in New England Regional Council meeting on electric supply problems.

Made various field investigations on complaint of unstable voltages.

Attended Federal Power Commission Audit conferences from time to time.

Investigated complaint of industrial company in Worcester relating to low voltage.

Held meeting on requirements for environmental impact statements for zoning exemptions, etc. Made study and review of requirements for environmental impact statements on the part of utility companies seeking zoning exemptions from Department for construction of certain of their facilities.

Electrical investigations, continued

Met with Legislative Assistant to answer questions regarding the Department's general rate structure hearings and to provide an overview of the same.

Made investigation of an electrical accident at Lowell (Massachusetts Electric Company).

Made investigations of electrical accidents at East Boston, West Boylston, Attleboro and Lowell.

Inspected facilities of Boston Edison Company at the Mystic Generating Plant Unit #7 and a substation under construction in downtown Boston.

Viewed route of a proposed transmission line of New England Power Company in the towns of Wrentham and Plainville to determine the environmental impact of the line.

Represented the Department at a meeting requested by the Executive Office of Environmental Affairs to provide additional information regarding the environmental impact of two proposed 69 KV transmission lines of the New England Power company in West Boylston, Massachusetts.

Continued study of rate structures of the Massachusetts electric companies.

Attended meeting with regard to the Department's adoption of a uniform fuel clause.

Prepared and submitted detailed report to the town of Framingham in reply to their request for an explanation of street lighting rates.

Natural Gas--Conferences, Plant Inspections, etc.

During the past fiscal year, the following plant inspections were made and conferences held where required relating to natural gas:

Held a series of inspections of the operation of gas fired commercial and industrial equipment including measurements of carbon monoxide emissions from that equipment and other equipment operating in the area. Conferences were held to resolve technical questions and insure safe operation of the equipment.

Held a series of meetings throughout the year with contractors and gas company personnel to discuss damage to gas company facilities in the streets caused by contractors and others excavating, and to discuss ways of avoiding such damage in the future. Any contractor who fails to comply with the law requiring notification or is guilty of negligence is called in to the Department along with representatives of the gas company involved for a conference to explain what occurred, have the legal obligations pointed out on both sides.

Continued survey of gas meter testing programs of Massachusetts gas companies.

Held a series of meetings of the Department's Gas Energy Policy Committee to review the current fuel situation and to make whatever contingency plans were necessary.

Made inspection at the request of officials of the town of Deerfield, of laboratory equipment installed at the Deerfield Academy and conferred with engineering firm who designed the equipment on ways to insure safe operation.

Examined various plans showing industrial and commercial piping systems and conferred with design engineers to insure compliance with applicable safety standards.

At request of various city and town officials, held conferences and/or made inspections of gas fired equipment to insure safe operation and compliance with safety standards.

Attended various meetings of the New England Gas Association.

Conferred with Bay State Gas Company attorneys re: advisory rulings.

At Boston Gas Company Lynn LNG facility, witnessed pressure testing and viewed X-ray films of welds for compliance with the Department's gas distribution code.

Made test installations for research purposes of heat reclaiming device at various locations.

Gas Inspections, etc.

At request of counsel for the Massachusetts Bay Transportation Authority and officials of the city of Medford, investigated piping and equipment installations in five buildings at the Wellington Circle complex, gave technical advice as to proper installation, pipe sizing and pressure testing and other requirements in order to insure a safe installation and also conferred with local gas distribution company as to gas supply requirements.

Witnessed a series of pressure tests on the system of the Tennessee Gas Pipeline Company which is being retested.

Examined sites of various crossings proposed to be built over high pressure gas transmission lines by developers, etc. for compliance with the Department's standards in D.P.U. 12769.

At request of town authorities, examined gas fired equipment at several Arlington Schools for safe operation and compliance with safety regulations.

Held conference with representatives of the U.S. Coast Guard with relation to safety practices and rules and regulations relating to liquefied natural gas facilities at ports.

Checked and approved pressure test on liquefied natural gas tank under construction.

Inspected specialized gas fired equipment in hospital for safe operation and compliance with accepted safety standards. Held conference with engineering firm and local officials at their request.

Held meeting with Commonwealth Gas Company and Department personnel re: environmental and other considerations relating to proposed radio tower to be erected by the Commonwealth Gas Company in the town of Southboro for the purpose of improving their communications with their various branches.

Made periodic inspections of operations at the Boston Gas Company Substitute Natural Gas Facility at Everett.

At request of various city and town officials, made inspections of gas fired equipment at Wareham, Bourne, Marshfield, Stoughton, Cambridge, Swampscott, Brockton

Witnessed pressure testing and inspected x-ray films of welds on gas distribution system of Cape Cod Gas Company.

Made periodic safety checks at rebuilt Tewksbury propane plant of the Lowell Gas Company with particular reference to the fire protection system and to insure compliance with the Department's orders.

Inspected gas distribution system of the Bay State Gas company in the towns of East Longmeadow, Hampden and Wilbraham.

Held meeting re: projections for gas needs for the coming winter and reviewed present supplies, availability, etc.

Gas Inspections, etc.

Inspected custom designed gas equipment at Mt. Sinai Hospital at request of authorities of the city of Brockton to insure safe operation and compliance with the gas code.

Made periodic inspections of uprating procedures for Boston Gas Company-Mystic Valley Division including pressure testing and examination of x-ray film of welds.

Held conference and made study of additions to the Department's gas distribution code to include amendments of the Office of Pipeline Safety.

Made periodic checks of pressure testing and examined x-ray films of welds in connection with retesting of the Algonquin Gas Transmission Company pipelines.

Held conference with United States Coast Guard and representatives of local gas distributing companies, re: safety regulating to liquefied natural gas plants and liquefied petroleum gas plants at port installations.

Made study and investigation into heat reclaiming device installed for test purposes at several locations.

Made a number of inspections of commercial or industrial gas equipment for compliance with accepted safety standards. Inspections were made at the request of officials of the cities and towns involved. They included Plymouth, Falmouth, Yarmouth and Mansfield.

Investigated and submitted report on Federal Power Commission proposed rules for setting wholesale rates of natural gas according to end-use.

ELECTRIC METER TESTING

During the fiscal year, the following electric meter tests were performed: *

6 residential type watthour meters

4 combination demand watthour meters

5 commercial meters

12 residential, commercial and industrial meters.

* required by Chapter 164, section 120.

Gas Meter Inspection

During the past fiscal year, 150,990 gas meters were tested and inspected as required by statute. Those found to be registering correctly were sealed and badged as required.

Two hundred thirty-five gas meters were tested on complaint and of this number, one hundred fifty-nine were found to be operating correctly; i.e. registering within two per cent plus or minus. Seventy-six were found to be operating incorrectly.

Gas Inspection

During the past fiscal year, thirty-one gas tests were performed relative to heat content and odorant of the gas supplied by the various Massachusetts gas distribution companies. There were no violations of the legal standards.

Fees

During the past fiscal year, \$94,356.00 in fees was received for the testing of gas meters.

Electrical Outages

A summary sheet is attached showing electrical outage data for the past fiscal year.

Gas Incidents

A total of 126 incidents was reported by the various gas distribution companies. For the most part these were minor incidents involving delayed ignition, plugged ports, etc. Investigations were made whenever the Department's engineers determined they were necessary.

MONTHLY ELECTRICAL OUTAGE REPORT
COMMONWEALTH OF MASSACHUSETTS
Department of Public Utilities - Engineering Division
1974-75

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June
1. Number of electric companies and municipal electric departments, of over 100 ultimate customers	52	52	52	52	52	52	52	52	52	52	52	52
2. Number of above reporting "reportable outages"	17	10	13	9	10	9	9	9	8	11	11	11
3. Number of "reportable outages"	153	78	134	52	56	119	85	59	64	71	69	80
4. Customers affected, thousands	217	124	121	66	74	134	78	92	127	95	104	91
5. Customer-outage hours, thousands	236	111.5	183	65	76	149	95	104	118	106	106	85
6. Cause of outages, per cent												
a. cable faults	11.3%	6.4%	8.3%	9%	5%	15%	16.5%	17%	18.7%	14.1%	14.5%	21.2%
b. equipment failures	15.1%	19.2%	12.7%	14%	26%	24.4%	15.3%	17%	28.2%	25.3%	14.5%	18.8%
c. car hit pole	8.3%	17.9%	14.2%	29%	24.5%	15%	20.0%	20.3%	25.0%	15.5%	29%	25.0%
d. wind, storm, lightning snow, tree limbs, ice on overhead wires	53.0%	44.8%	50.1%	31%	24.5%	37%	38.7%	25.4%	12.5%	28.2%	30.4%	32.5%
e. scheduled	5.0%	5.1%	4.9%	5.5%	12%	1.9%	2.5%	5.1%	9.3%	7.1%	1.4%	—
f. other	7.3%	6.6%	9.8%	11.5%	8%	6.7%	7.0%	15.2%	6.3%	9.8%	10.2%	2.5%
7. Duration of average reportable outage, hours.	1.1	.9	1.5	.9	.96	1.3	1.2	1.1	.9	1.1	1.04	.9

This report summarizes reports as submitted by all electric companies and department, of over 100 ultimate customers, in compliance with our letter of March 18, 1968. Only outages of 200 or more customer outage hours are required to be reported. These are designated "reportable outages".

Gas and Electric Complaints

The following shows a breakdown of information relating to gas and electric complaints as to companies and various categories:

Electric complaints by companies

Boston Edison Company	1404
Massachusetts Electric Company	409
Western Massachusetts Electric company	215
New Bedford Gas & Edison Light Company	80
Fitchburg Gas and Electric Light Company	31

Gas complaints by companies

Boston Gas Company	1750
Bay State Gas Company	453
Commonwealth Gas Company	162
Fall River Gas Company	272

Electric complaints by categories

Billing	1457
Shut Offs	278
Service	317
Miscellaneous	225

Gas complaints by categories

Billing	1695
Shut Offs	409
Service	339
Miscellaneous	156

Under Department regulations, a customer, under certain conditions, may request a hearing before a complaint officer of the Department in the event of a dispute with the gas or electric company which is also represented at the hearing.

Customer complaint hearings, Gas and Electric, per company

Fall River Gas Company	30
NewBedford Gas & Edison Light Company	110
Western Mass. Electric Company	74
Bay State Gas Company	220
Brockton Edison Company	85
Municipal Gas and Electric Departments	15
Boston Gas Company	1007
Boston Edison Company	962
Massachusetts Electric Company	403
Cambridge Electric Company	82
Commonwealth Gas Company	117

This averages out to 36 minutes per customer complaint hearing.

TELEPHONE AND TELEGRAPH DIVISION

The Commonwealth of Massachusetts is served by the following thirteen (13) telephone companies, with over 99% by the New England Telephone and Telegraph Company:

*Business and Professional Men's Exchange, Inc.

*Colonial Mobiletelephone and Paging Service, Inc.

Granby Telephone and Telegraph Company

Elizabeth Islands Telephone Company

*Massachusetts - Connecticut Mobile Telephone Company

*Mobilfone of Boston

New England Telephone and Telegraph Company

*North Shore Communications, Inc.

*Ram Broadcasting of Massachusetts, Inc.

Richmond Telephone Company

Taconic Telephone Corporation

*Telephone Answering Service of Taunton

*Worcester Communications Company

*Telephone Answering Service of Taunton

*Worcester Communications Company

*(The above miscellaneous radio carrier, by virtue of interconnection with land line carriers, thereby giving a through service of radio and telephone becomes an operating telephone company under the jurisdiction of this department).

As of June 30, 1975 there were 3,993,831 telephones in Massachusetts, representing an increase of 101,144 telephones over the previous year ending June 30, 1974. (These figures pertain only to the New England Telephone Company, excluding the other twelve (12) companies which combined are approximately 3,500 telephones), broken down as follows:

	<u>June 30, 1975</u>	<u>June 30, 1974</u>	<u>Increase</u>
Residence Main	1,876,101	1,865,900	10,201
Business Main	324,563	323,061	1,502
Total Main Telephones	2,200,664	2,188,961	11,703
Residence Extensions	947,128	868,132	78,996
PBX & Business Extensions	846,039	835,594	10,445
Total Telephone Extensions	1,793,167	1,703,726	89,441
Total Telephones	3,993,831	3,892,687	101,144
Total Telephone subscribers (terminal)	2,335,520	an increase of 16,782 over the preceding year.	

During this period there were 2,216 formal complaints made to the division for assistance relative to telephone and telegraph matters which required special research and investigation, with detailed written reports

made on all such complaints. Many informal inquiries were also made to the Director and personnel of the division. (It is estimated that for every formal complaint, there were at least five telephone inquiries which were handled with assistance but not documented).

A breakdown of the volume of complaints received over the past few years is as follows:

<u>Period</u>	<u>Complaints Received</u>	<u>Increase Over Previous Year</u>
July 1, 1964 - June 30, 1965	867	
July 1, 1965 - June 30, 1966	1,020	153
July 1, 1966 - June 30, 1967	1,122	102
July 1, 1967 - June 30, 1968	1,865	743
July 1, 1968 - June 30, 1969	2,562	697
July 1, 1969 - June 30, 1970	3,576	1,014
July 1, 1970 - June 30, 1971	3,893	317
July 1, 1971 - June 30, 1972	4,167	274
July 1, 1972 - June 30, 1973	4,073	94-
July 1, 1973 - June 30, 1974	2,498	1,575-
July 1, 1974 - June 30, 1975	2,216	282

MONTHLY BREAKDOWN AS TO VOLUME OF COMPLAINTS RECEIVED

	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
1965	68	77	85	71	59	106	79	83	90	88	78	72
1966	88	68	86	67	81	140	121	110	86	85	95	85

	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug</u>	<u>Sept</u>	<u>Oct</u>	<u>Nov</u>	<u>Dec</u>
1967	84	75	72	84	97	128	157	176	160	151	141	146
1968	177	150	158	132	133	184	233	217	231	285	191	207
1969	248	185	183	225	166	191	398	308	356	317	258	334
1970	275	334	257	209	231	319	347	239	424	415	314	322
1971	318	343	376	268	222	305	269	243	351	333	405	384
1972	411	409	439	318	304	301	355	394	461	453	395	297
1973	328	275	283	275	231	326	306	268	233	236	226	178
1974	225	170	178	173	169	136	180	154	197	189	193	177
1975	229	205	179	175	162	166						

A summary of the greatest number of complaints and requests for investigation of telephone service follows:

Busy Circuits, Delayed Dial Tone, Line Dead or Out of Order	437
Delayed Installation of Service	213
Disconnections and Threatened Disconnections of Service	572
Billing Complaints/Tariff Charges	376
Service in General (there were also people that wished to be registered with no formal complaint)	135
Failure to Receive Incoming Calls	22
Transmission Problems (Noise, Static and Cross Wiring, etc.)	26
Deposit Protests and Request for Refund	145
Directory Listings, Intercept and Yellow Page Complaints	53
Pole, Cable and Wire Complaints	30
Western Union Complaints	4

Regrades/Number Change, Etc.	11
Message Unit Complaints	39
Calling Area and Boundary Complaints	
Miscellaneous	112
Threatening, Anonymous, Obscene and Annoyance Calls	10
Equipment Failures/Changes, Etc.	17

During this period, the Telephone Company notified the division of 175 "Major Trouble Reports" (Cable breaks, etc.)

During this period, there were many tariff changes, which should give an improved telephone service.

As a result of these tariff filings, the New England Telephone and Telegraph Company estimates their annual revenues will be affected as follows:

Increase \$3,800,620 Decrease \$51,200

During the full year ending June 30, 1975, this Division has a total of 2,216 complaint investigations with 1,125 being conducted during the first six (6) months of 1975. Comparing these figures with 1964, for the same period, there shows a total of 417 such investigations, all with detailed written reports having been submitted and a matter of records. These figures reveal an increase in the workload of the Division of almost 300% from 1964 to 1971.

The 300% increase in complaints earlier explained does not include the continuous telephone calls that are not recorded; only complaints which are ultimately investigated are made part of the physical record. There are an average of seven (7) telephone calls received in which general information is sought, for every complaint or request for investi-

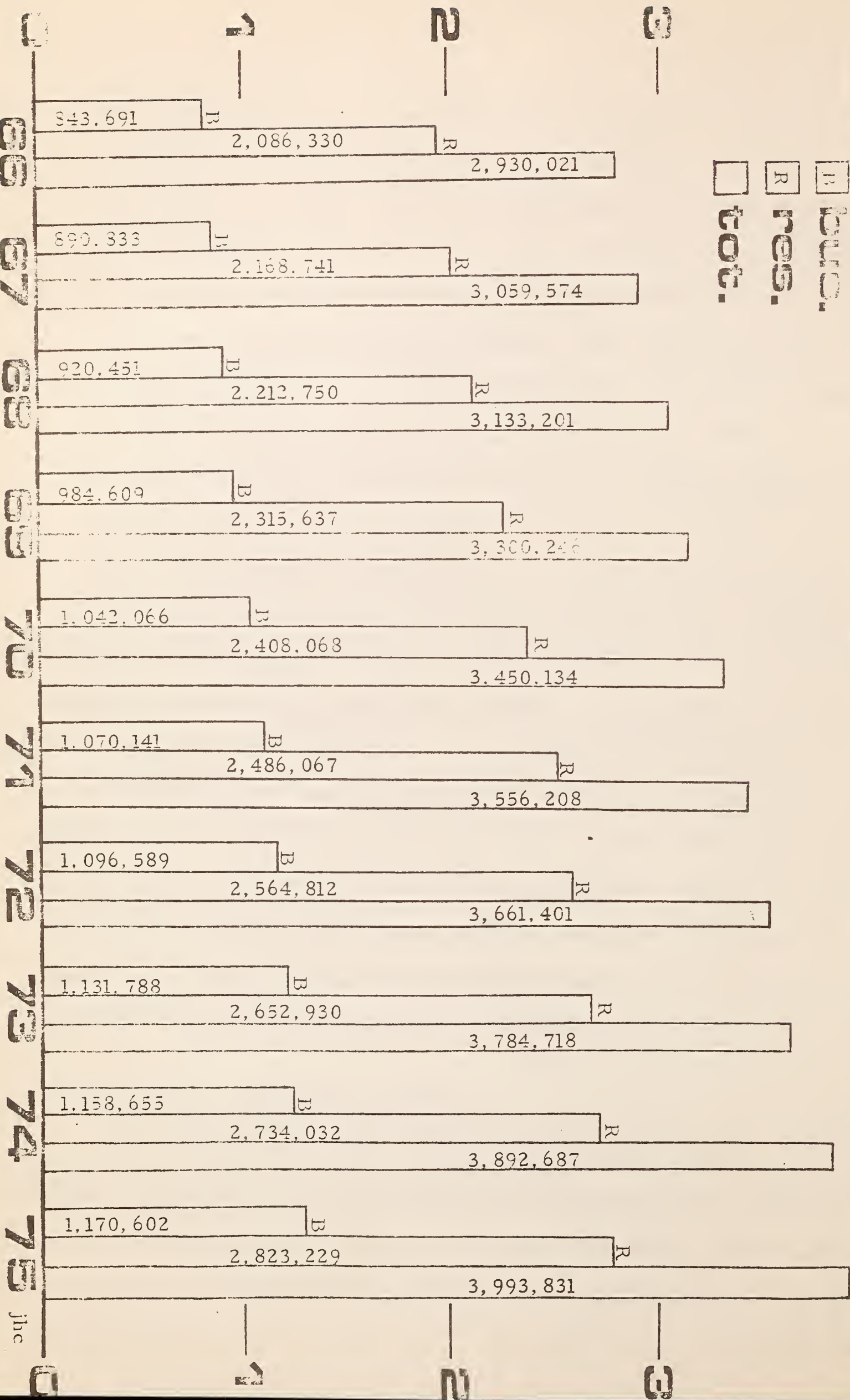
Innovations, changes and advancements in telephony and communications and in the field of electronics have come with such rapidity that it may be conservatively estimated that there have been more drastic changes, improvements, new services, etc., in the past five to ten years than there had been during the previous 25 years. A few of these changes include data transmission - electronic switching offices (ESS #1 and #2) - microwave transmission - Telex transmission - miscellaneous radio carriers using interconnections with land line service (thereby becoming operating telephone companies subject to regulations and control by the Department) - DDD (direct distance dialing without the assistance of an operator) - touch-tone (push-button telephone which uses frequency modulated ("musical") tones for switching in lieu of dial pulses) - laser (a beam which can be used for transmission purposes --- "Laser" meaning "light amplification stimulated by emissions of radiation") -- information retrieval systems (similar to a computer, storing information before releasing it over a telephone line when queried by a call to a given number) -- conversion service (provides simultaneous visual and audible communication between conferees at telephone company facilities - carrier systems (a single pair of wires can be changed into 8 to 12 and 24 circuits and carry 8 to 12 and 24 conferences simultaneously before converting back to the single pair of wires).

Another duty delegated to the Telephone Division, as the result of legislation, requires an inspection at least once every six months of each telephone company office that does service observing, meaning the equipment, the operators, operations, etc. There has been no adjustment in the complement of personnel of the Telephone Division to undertake these inspections.

EXPENDITURES IN MASS. (at the end of fiscal year)

millions

☐ bldg.
☐ res.
☐ tot.



jhc

<u>YEAR</u>	<u>MAIN TELEPHONES RESIDENCE</u>	<u>TOTAL MAIN TELEPHONES BUSINESS</u>	<u>TOTAL RESIDENCE EXTENSIONS</u>	<u>PBX & BUSINESS EXTENSIONS</u>	<u>TOTAL TELEPHONES</u>
6/30/65	1,493,432	247,856	503,821	552,968	2,798,077
6/30/66	1,536,012	256,458	550,318	587,233	2,930,021
6/30/67	1,578,241	262,650	590,500	628,183	3,059,574
6/30/68	1,590,224	265,257	622,535	655,194	3,133,210
6/30/69	1,651,795	277,865	663,844	706,744	3,300,244
6/30/70	1,704,540	289,793	703,523	752,273	3,450,129
6/30/71	1,747,554	298,215	738,513	771,926	3,556,208
6/30/72	1,789,273	307,524	775,539	789,065	3,661,401
6/30/73	1,834,206	318,389	818,724	813,399	3,784,718
6/30/74	1,865,900	323,061	868,132	835,594	3,892,687
6/30/75	1,876,101	324,563	947,128	846,039	3,993,831

BOUNDARY CHANGES BETWEEN THE FOLLOWING TELEPHONE EXCHANGES

DUXBURY	-	MARSHFIELD
PRINCETON	-	WESTMINSTER
HUDSON	-	MAYNARD
BROCKTON	-	RANDOLPH
LENOX	-	RICHMOND EXCHANGE OF THE RICHMOND TELEPHONE COMPANY
NORWOOD	-	WALPOLE
MIDDLEBORO	-	CARVER
HOUSATONIC	-	STOCKBRIDGE
HOUSATONIC	-	WEST STOCKBRIDGE
FOXBORO	-	MANSFIELD
BLANDFORD	-	GRANVILLE
TAUNTON	-	NORTON
NEW BEDFORD	-	ROCHESTER
WAREHAM	-	CARVER
SPRINGFIELD	-	LUDLOW
SAGAMORE	-	BUZZARDS BAY
FALMOUTH	-	OSTERVILLE
LINCOLN	-	WALTHAM
HINGHAM	-	COHASSET
SUDBURY	-	WAYLAND
NORTH ATTLEBORO		SOUTHGATE LOCALITY

RECLASSIFICATION OF MAIN TELEPHONE EXCHANGE SERVICES TO THE
NEXT HIGHER RATE GROUP IN THE FOLLOWING EXCHANGES:

Metropolitan Boston Exchanges:

Arlington (Unlimited) - From Rate Group 5 to Rate Group 6
Brighton (Measured) - From Rate Group 7 to Rate Group 8
Norwood (Unlimited) - From Rate Group 3 to Rate Group 4

Exchange Outside Metropolitan Boston Exchanges

Acton - From Rate Group 2 to Rate Group 3
Billerica - From " " 4 " " 5
Middleboro - From " " 3 " " 4
Rockland - From " " 4 " " 5
Sudbury - From " " 3 " " 4
Taunton - From " " 3 " " 4
Wareham - From " " 2 " " 3
Wayland - From " " 4 " " 5
Winchendon - From " " 2 " " 3
Cummington - From " " 1 " " 2

EXTENDED LOCAL SERVICE BETWEEN THE FOLLOWING EXCHANGES

Cummington - Adams
" - Dalton
" - Hinsdale
" - Williamsburg
Kingston - Marshfield

DISCONTINUANCE OF FOUR-PARTY RESIDENCE SERVICE OFFERINGS

IN THE FOLLOWING TELEPHONE EXCHANGES

AMHERST	-	NEW BEDFORD
ASHBURNHAM	-	ROCHESTER
ATHOL	-	RUTLAND
CHILMARK	-	TAUNTON
EASTHAMPTON	-	TEMPLETON
FALL RIVER	-	UXBRIDGE
MIDDLEBORO	-	WEBSTER

MILLBURY

Present customers may retain four-party service at existing locations only.

RESIDENCE CIRCLE CALLING SERVICE (offered as an optional service in the following exchanges:

LOWELL (Those customers served from C.O. in North Chelmsford)

THE INTRODUCTION OF BAY STATE SERVICE IN THE FOLLOWING EXCHANGES:

CHARLTON	WATERTOWN
WESTFORD	BELMONT
EAST BOSTON	CONCORD
HAVERHILL	LYNNFIELD
REVERE	BRIDGEWATER
LOWELL (North Chelmsford C.O.)	KINGSTON
NORTH ATTLEBORO	CAMBRIDGE
WINTHROP	SOMERVILLE
EAST DOUGLAS	SUDBURY
HUDSON	NORTHBORO
MAYNARD	WESTBORO
BROOKLINE	AYER
NEWTON	WHITMAN

Some of the more important tariff changes during the year are:

A change in the general Mobile Tariff to introduce new rates and charges for unlimited rate service with limited roaming capability in Brockton, Lawrence, and Worcester and for a revision in the rates for metropolitan rate service with limited roaming capability in Boston

A modification of the current exchange and private line tariffs to include a service offering for a new DATA-PHONE data set (201C) in the 200 Series. This new data set can be used on the basic telephone network as well as on unconditioned private line channels for the transmission and reception of data at a speed of 2400 bits per second in sequence.

The introduction of regulations, rates, and charges for the new DESIGN LINE telephones. These telephones are antique or decorator type keyless telephones consisting of distinctively styled enclosures with standard internal operating components. The enclosures are available in a variety of colors, fabrics or decorative materials, and are purchased by the customer from the Telephone Company. The company retains ownership of the internal working components and is responsible for their maintenance.

The introduction of regulations, rates and charges for Universal Emergency Number Service - 911. This service provides the central office number "911" for the use of emergency service bureaus engaged in assisting local governments to protect the safety and property of the general public. It is intended that use of the "911" number will provide the public with a means of simple and direct telephone access to such emer-

gency service bureaus.

The introduction of regulations for the connection of customer-provided answering machines which comply with the Bell System Conformance Program. Answering machines connected under this program must contain a protective device identified as an authorized protective connecting module (APCM), designed and manufactured to Bell System specifications.

A revision of the current Bellboy Tariff to reflect increased charges for receivers and service and to introduce rates and charges for an additional number associated with BELLBOY paging receivers, in compliance with the order dated February 12, 1975, in Docket No. 18090.

The introduction of regulations, rates and charges for a new centrex service which will be designated "Custom Centrex". This system is being introduced to customers in the highly competitive 25 to 100 line market. These systems will be available only in areas served by a suitable ESS central office and will eliminate the placement of switching equipment on a customer's premises.

The introduction of regulations, rates, and charges for a new telephone system designated COM KEY 1434, which is a compact business key-type communication system which offers a variety of features.

The offering of the 150 MHZ dial Mobile Telephone Service in the Brockton, Hyannis and Lawrence exchanges on an Unlimited Rate Service basis and for the discontinuance of Message Rate Service as a regular offering in those areas.

The reduction of the charge applicable to the reestablishment of in-

place, disconnected student centrex telephone where there is no change in type, color, or location and where the services have been disconnected for a continuous period of more than two months. This reduction applies only to Student Centres Services under billing options A and B.

THE FOLLOWING PAGES OF THIS REPORT WILL GIVE THE COMMISSION A SUMMARY OF THE STATUS OF THE "911 EMERGENCY TELEPHONE NUMBER SERVICE" NOT ONLY FOR THIS COMMONWEALTH BUT FOR ALL OTHER STATES THAT THE NEW ENGLAND TELEPHONE COMPANY SERVES FOR COMPARISON PURPOSES.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2nd QUARTER - 1975

AREA - COMPANY

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>34</u>	<u>32</u>
2. On Order*	<u>12</u>	<u>12</u>
3. Under Study*	<u>18</u>	<u>19</u>
4. Authorized*	<u>6</u>	<u>5</u>
5. Total Under Negotiation (3+4)	<u>24</u>	<u>24</u>
6. Service Proposal Rejections	<u>1</u>	<u>1</u>
7. New Inquiries	<u>6</u>	<u>1</u>

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

- 2* On Order - service proposal accepted by municipality and central office equipment ordered.
- 3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.
- 4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2nd QUARTER - 1975

AREA - MASSACHUSETTS

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>30</u>	<u>28</u>
2. On Order*	<u>10</u>	<u>11</u>
3. Under Study*	<u>16</u>	<u>17</u>
4. Authorized*	<u>6</u>	<u>5</u>
5. Total Under Negotiation (3+4)	<u>22</u>	<u>22</u>
6. Service Proposal Rejections	<u>1</u>	<u>1</u>
7. New Inquiries	<u>5</u>	<u>2</u>

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

- 2* On Order - service proposal accepted by municipality and central office equipment ordered.
- 3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.
- 4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2nd QUARTER - 1975

AREA - MAINE

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>3</u>	<u>3</u>
2. On Order*	<u>2</u>	<u>1</u>
3. Under Study*	<u>2</u>	<u>2</u>
4. Authorized*	<u>0</u>	<u>0</u>
5. Total Under Negotiation (3+4)	<u>2</u>	<u>2</u>
6. Service Proposal Rejections	<u>0</u>	<u>0</u>
7. New Inquiries	<u>1</u>	<u>1</u>

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

- 2* On Order - service proposal accepted by municipality and central office equipment ordered.
- 3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.
- 4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2nd QUARTER - 1975

AREA - RHODE ISLAND

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>0</u>	<u>0</u>
2. On Order*	<u>0</u>	<u>0</u>
3. Under Study*	<u>0</u>	<u>0</u>
4. Authorized*	<u>0</u>	<u>0</u>
5. Total Under Negotiation (3+4)	<u>0</u>	<u>0</u>
6. Service Proposal Rejections	<u>0</u>	<u>0</u>
7. New Inquiries	<u>0</u>	<u>0</u>

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

- 2* On Order - service proposal accepted by municipality and central office equipment ordered.
- 3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.
- 4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2nd QUARTER - 1975

AREA - NEW HAMPSHIRE

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>1</u>	<u>1</u>
2. On Order*	<u>0</u>	<u>0</u>
3. Under Study*	<u>0</u>	<u>0</u>
4. Authorized*	<u>0</u>	<u>0</u>
5. Total Under Negotiation (3+4)	<u>0</u>	<u>0</u>
6. Service Proposal Rejections	<u>0</u>	<u>0</u>
7. New Inquiries	<u>0</u>	<u>0</u>

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

- 2* On Order - service proposal accepted by municipality and central office equipment ordered.
- 3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.
- 4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

NEW ENGLAND COMPANY - 911 SERVICE

SUMMARY OF STATUS REPORT

2nd QUARTER - 1975

AREA - VERMONT

	<u>Present Quarter</u>	<u>Previous Quarter</u>
<u>911 SYSTEMS:</u>		
1. In Service	<u>0</u>	<u>0</u>
2. On Order*	<u>0</u>	<u>0</u>
3. Under Study*	<u>0</u>	<u>0</u>
4. Authorized*	<u>0</u>	<u>0</u>
5. Total Under Negotiation (3+4)	<u>0</u>	<u>0</u>
6. Service Proposal Rejections	<u>0</u>	<u>0</u>
7. New Inquiries	<u>0</u>	<u>0</u>

Items 1, 2, 5 & 6 are treated in more detail on the following pages.

- 2* On Order - service proposal accepted by municipality and central office equipment ordered.
- 3* Under Study - covers the period from receipt of the municipality's request for a feasibility and cost study through to the presentation of the authorization for executive approval.
- 4* Authorized - executive approval received for expenditures and installation schedule; awaiting municipality's acceptance or rejection of the service proposal.

"911" SYSTEMS IN-SERVICE

	<u>Service Date</u>	<u>Agencies Served</u>	<u>Answering Location</u>	<u>Population Served</u>
<u>Maine (3)</u>				
Boothbay Harbor Regional System includes: Boothbay and Southport	4/72	Fire, Police & Ambulance	Communications Center	3,150
Camden	10/69	Fire, Police	Police	3,523
Waterville Regional System includes: Benton Fairfield, Oakland and Winslow	2/73	Fire, Police & Ambulance	Communications Center	36,500
<u>Massachusetts (30)</u>				
<u>North Division (3)</u>				
Brookline	11/72	Fire, Police & Ambulance	Police	52,882
Newton	11/73	Fire, Police	Police	91,000
Woburn	8/71	Fire, Police & Ambulance	Police	35,149
<u>Northeast Division (4)</u>				
Hamilton-Wenham	5/73	Fire, Police & Ambulance	Communications Center	10,188
Revere	9/74	Fire, Police	Police	43,159
Topsfield	5/73	Fire, Police	Communications Center	5,413
Tyngsboro	10/74	Fire, Police	Police	4,100

"911" SYSTEMS IN-SERVICE (CONT'D)

	<u>Service Date</u>	<u>Agencies Served</u>	<u>Answering Location</u>	<u>Population Served</u>
<u>South Division (1)</u>				
Boston	11/72	Fire, Police	Police	800,000
<u>Southeast Division (9)</u>				
Easton	4/72	Fire, Police	Police	8,347
Framlingham	9/71	Fire, Police & Ambulance	Police	63,122
Marshfield	4/75	Fire, Police & Ambulance	Police	16,623
Mattapoissett	3/71	Fire, Police & Ambulance	Police	4,965
Medfield	5/73	Fire, Police	Police	7,722
Middleboro- Lakeville	6/73	Fire, Police Police	Police	13,607 4,000
Quincy	8/71	Fire, Police & Ambulance	Police	89,260
Randolph	8/71	Fire, Police & Ambulance	Police	28,406
Wrentham	1/72	Fire, Police & Ambulance	Communications Center	1,827
<u>Western Division (13)</u>				
Amherst	11/70	Fire, Police & Ambulance	Police	10,500

"911" SYSTEMS IN-SERVICE (CONT'D)

	<u>Service Date</u>	<u>Agencies Served</u>	<u>Answering Location</u>	<u>Population Served</u>
<u>Western Division (13) (Cont'd)</u>				
Auburn	3/73	Fire, Police & Ambulance	Police	16,000
Clinton	10/72	Fire, Police & Ambulance	Police	13,400
Dalton-Windsor	6/71	Fire, Police & Ambulance	Police	7,500
East Longmeadow	4/75	Fire, Police	Police	13,200
Millbury	12/73	Fire, Police & Ambulance	Police	17,200
Northampton	11/72	Fire, Police & Ambulance	Police	29,700
Southbridge	12/71	Fire, Police & Ambulance	Police	19,500
Southwick	2/71	Fire, Police & Ambulance	Police	1,300
Springfield	4/69	Fire, Police & Ambulance	Police	174,500
Westboro	3/73	Fire, Police & Ambulance	Police	14,300
Westfield	2/70	Fire, Police & Ambulance	Police	29,300
Worcester	8/70	Fire, Police & Ambulance	Police	186,600

"911" SYSTEMS IN-SERVICE (CONT'D)

	<u>Service Date</u>	<u>Agencies Served</u>	<u>Answering Location</u>	<u>Population Served</u>
<u>New Hampshire (1)</u>				
Dover	7/72	Fire, Police & Ambulance	Police	26,000
<u>Rhode Island & Vermont</u>				
None				

"911" SYSTEMS - ON ORDER

	<u>Proposed Service Date</u>	<u>Agencies Served</u>	<u>Answering Location</u>	<u>Population Served</u>
<u>New Hampshire,</u> <u>Rhode Island, Vermont</u>				
None				
<u>Maine (2)</u>				
Bangor	1979	Fire, Police & Ambulance	Police	33,000
Lisbon	11/75	Fire, Police & Ambulance	Emergency Center	7,750
<u>Massachusetts (10)</u>				
<u>North Division (1)</u>				
Cambridge	1st Qtr. '76	Fire, Police & Ambulance	Police	100,000
<u>Northeast Division (3)</u>				
Georgetown	Being Renegotiated	Police, Fire	Police	5,600
Merrimac	Being Renegotiated	Fire, Police & Ambulance	Emergency Center	3,744
Rockport	3/76	Police, Fire	Police	6,000
<u>South Division</u>				
None				

"911" SYSTEMS-ON ORDER (CONT'D)

	<u>Service Date</u>	<u>Agencies Served</u>	<u>Answering Location</u>	<u>Population Served</u>
<u>Southeast Division (5)</u>				
Bellingham	8/75	Fire, Police	Police	14,221
Holliston	9/75	Fire, Police	Police	11,800
Mansfield	9/76	Fire, Police	Police	9,738
Mills	9/75	Fire, Police	Police	8,400
Weymouth	2/76	Fire, Police	Police	58,000
<u>Western Division (1)</u>				
Grafton	3/76	Fire, Police	Police	14,900

"911" SYSTEMS - UNDER NEGOTIATION

	<u>* Initial Negotiations</u>	<u>** Advanced Negotiations</u>	<u>Remarks</u>
<u>Maine (2)</u>			
Androscoggin County	9/74		Under study.
Portland	5/75		Under study.
<u>New Hampshire, Vermont and Rhode Island</u>			
None			
<u>Massachusetts (23)</u>			
<u>North Division (4)</u>			
¹ ⁹ ¹ Dover	3/75		Proposal being prepared.
Somerville	9/74		Waiting for decision by municipality
Waltham	8/72		Reactivated at Community Request.
Watertown	5/74		Waiting for Town's Decision.
<u>Northeast Division (3)</u>			
Everett	12/74		Waiting for information pertaining to Police Station.
Manchester	2/75		Study in progress.
Winthrop	6/73		Renegotiating renewed 5/75 - study in progress.

South Division

None

"911" SYSTEMS - UNDER NEGOTIATION (CONT'D)

	<u>* Initial Negotiations</u>	<u>** Advanced Negotiations</u>	<u>Remarks</u>
<u>Massachusetts (Cont.)</u>			
<u>Southeast Division (8)</u>			
Barnstable County	5/75		Under study.
Braintree	5/74		Engineering study being prepared.
Brewster	7/74		Authorization in preparation.
Bridgewater	8/74		Authorization in preparation.
Fall River	8/72	4/74 & 11/74	Awaiting decision by municipality on service proposal.
Medway	5/75		Under study.
Milford	5/75		Under study.
Natick	4/74		Engineering study being prepared.

"911" SYSTEMS - UNDER NEGOTIATION (CONT'D)

	<u>* Initial Negotiations</u>	<u>** Advanced Negotiations</u>	<u>Remarks</u>
<u>Massachusetts (Cont.)</u>			
<u>Western Division (8)</u>			
Ashby	3/75		Selectmen have requested feasibility study.
Boxboro	8/74		Further negotiations scheduled - second quarter '75.
Fitchburg	2/74		Waiting decision from Community.
Leominster	7/70		Negotiations scheduled to resume at request of municipal officials in second quarter of '75.
Littleton	8/74		Further discussion scheduled during second quarter of '75.
Oxford	5/74		Waiting decision from Community.
Pepperell	1/74		Engineering study being prepared.
Ware	9/73		Authorized 12/74.

* Formal request received from municipality for feasibility and cost study.
 ** Service proposal given to municipality.

"911" SYSTEMS - SERVICE PROPOSAL REJECTIONS

Negotiations
Terminated

Massachusetts (13)

Northeast Division (8)

Billerica

2/74

Haverhill

4/74

Lowell

7/74

Peabody

4/74

Rockport

5/74

Stoneham

6/74

1
6
1

West Newbury

5/74

Winthrop

5/74

South Division (2)

Norwood

6/74

Dedham

7/74

Western Division (3)

Charlton

5/75

Chilcotee

4/74

Ludlow

3/74

North Division (1)

Burlington

2/75

Following is a complete list of all municipalities which have inquired about "911" Service since it was first offered in 1968. Footnotes describe the status of each case.

Maine (13)

5 Androscoggin County
Auburn
7 Bangor
Bath-Brunswick
1 Boothbay Harbor
Brewer
1 Camden
Kennebunk
5 Lisbon
Penobscot County
So. Berwick Rescue Squad
1 Waterville
Webber Hospital

New Hampshire (11)

Berlin
1 Dover
Gorham
Hampton
Keene
Kittery
Merrimack
Milan
Nashua
Rochester
Wolfboro

Vermont (2)

State of Vermont,
Department of Health
Burlington

Massachusetts (131)

Amesbury	1 Amherst	5 Ashby	Ashburnham	Ashland	1 Auburn	5 Barnstable County	Bedford	2 Bellingham	Berlin	Beverly	Billerica	Bolton	1 Boston	5 Boxboro	Bourne	5 Braintree	5 Brewster	5 Bridgewater	Brockton	1 Brookline	Burlington	Buzzards Bay	3 Cambridge	Charlton	Chelmsford	Chelsea	Chester	Chicopee	1 Clinton	1 Dalton/Windsor	Danvers	Dartmouth	Dedham	Dennis		
Dighton	5 Dover	Dracut	1 East Longmeadow	1 Easton	Essex	5 Everett	5 Fall River	Falmouth	5 Fitchburg	1 Framingham	Gardner	2 Georgetown	3 Grafton	Greenfield	1 Hamillon/Wenham	Hanson	Hadley	Haverhill	Holbrook	2 Holliston	Holyoke	Hopkinton	Hull	Lancaster	Lawrence	Lenox	Littleton	5 Leominster	Lowell	Lynn	Ludlow	5 Manchester	3 Mansfield	Marlboro	1 Marshfield	1 Mattapoisett

Massachusetts (Continued)

Maynard		1 Quincy	1 Westboro
1 Medfield		1 Randolph	1 Westfield
5 Medway		1 Reading	Westminster
Melrose		1 Revere	West Newbury
2 Merrimac		5 Rockport	West Stockbridge
Methuen		Sandwich	5 Winthrop
1 Middleboro		Scituate	1 Woburn
5 Milford		Sherborn	1 Worcester
1 Millbury		Shrewsbury	1 Wrentham
2 Mills		Somerset	
Milton		5 Somerville	
5 Natick		Southboro	
New Bedford		1 Southbridge	
1 Newton		1 Southwick	
Norfolk		1 Springfield	
1 Northampton		Stoneham	
North Andover		Sudbury	
Norton		Taunton	
Norwood		1 Topsfield	
5 Oxford		1 Tyngsboro	
Peabody		Wakefield	
Pembroke		5 Waltham	
5 Peperell		5 Ware	
Plainville		Wareham	
		Watertown	
		Wayland	

Rhode Island (7)

Cranston
Marragansett
Providence
Warren
Warwick
West Warwick
Woonsocket

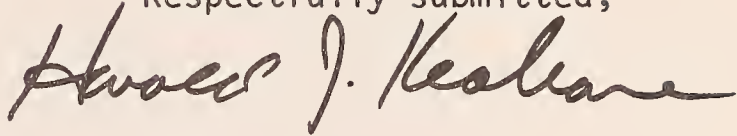
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Legend:

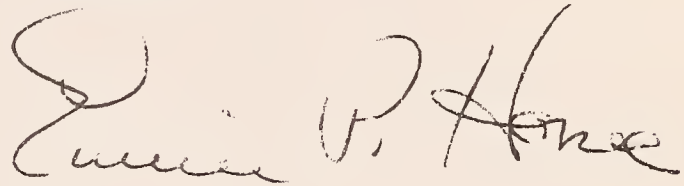
- 1 - In Service
- 2 - On order - scheduled for service in 1975
- 3 - On order - scheduled for service in 1976
- 4 - On order - scheduled for service in 1977
- 5 - Under negotiation
- 6 - 1975 inquiries - initial presentation made to municipalities, no response yet.
- 7 - On order - scheduled for service after 1977

All other inquiries listed above are considered inactive at this time.

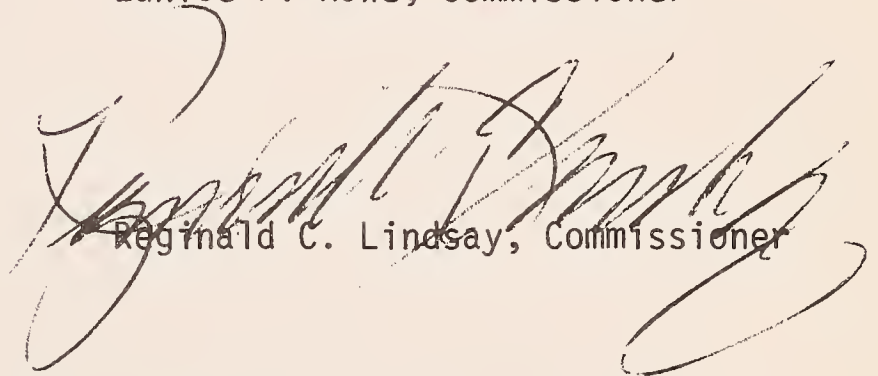
Respectfully submitted,

A handwritten signature in dark ink, appearing to read "Harold J. Keohane". The script is fluid and cursive.

Harold J. Keohane
Chairman

A handwritten signature in dark ink, appearing to read "Eunice P. Howe". The script is cursive and somewhat stylized.

Eunice P. Howe, Commissioner

A large, handwritten signature in dark ink, appearing to read "Reginald C. Lindsay". The script is very cursive and expansive, with long, sweeping strokes.

Reginald C. Lindsay, Commissioner

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